



FacTS CLIENT 2004

Client Database Open for Updates

1 July - 31

Aug

Database Closed

1 Sept - 16 Sept

Pre-notification E-Mail

17 Sept

Client Survey Open

1 - 22 Oct

FacTS Results on Web-Site

Jan 2005



FacTS CLIENT: Survey Instrument Design

- Instrument Has Three Types of Items:
 - 26 Positively Worded Substantive Statements
 - Responses Based on 5 Point Likert Scale
 - Questions Answered By Making Selections from Pull Down Menus
 - 2 Narrative Statements/Questions
- Responses Organized Into 5 Categories



FacTS CLIENT: Survey Instrument Design

- Demographic Information
 - No specific demographic questions in the survey
 - Information about the client (name, email address, primary service providers, business lines used) preloaded into the client database
 - Demographics used to tie client feedback to specific service providers and business lines



FacTS CLIENT: 2003 Feedback

- The Clients told us:
 - You treat us with respect and courtesy
 - We have confidence in your people
 - Your are responsive to our needs, but...
 - You are too expensive
 - You are too slow
 - You need to keep us better informed